



KŌNAE My Records Guide

How do I ask for records from Oranga Tamariki?



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About this Easy Read



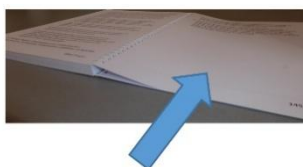
This Easy Read is about how you can ask for your **records** from **Oranga Tamariki – the Ministry for Children** about:



- your **guardianship**
- when you were **in care**.



Here **records** means the information an organisation has kept / made about a person.



Information about **Oranga Tamariki – Ministry for Children** is on **pages 5 to 6**.



Here **guardianship** is when an adult is put in charge of the care of a person.

A guardian should:

- take care of the person
- keep the person safe.



Here **in care** means when an organisation is put in charge of a person.

The organisation decides for the person things like:

- where they live
- who is their carer
- their upbringing.





This Easy Read is of a webpage from the website **Kōnae – My Records Guide**.

KŌNAE My Records Guide



Kōnae – My Records Guide is a website that supports you to get your records from when you were in care.

The website is called Kōnae for short.



The **website** is found at:

www.konae.org.nz



The **Citizens Advice Bureau** is the kaitiaki / guardian of Kōnae.



The **Citizens Advice Bureau**

provides free advice to people about things like:

- **rights**
- how to get the services you need.

Rights are things that you should get to live a good life.

Everyone has a right to things like:

- housing
- being kept safe
- having enough food to eat.

What is Oranga Tamariki?

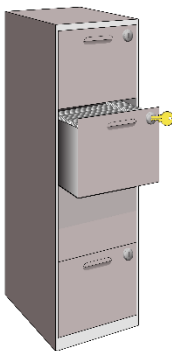


Oranga Tamariki – Ministry for Children is a government agency that keeps:

- children safe
- young people safe.



In this document **Oranga Tamariki – Ministry for Children** will be called **Oranga Tamariki**.



Oranga Tamariki looks after the records:

- they make
- made by **child protection services** in the past.



Here **child protection services** means agencies like Oranga Tamariki that look after children when they:

- might be treated badly
- cannot be looked after properly by their family
- have no family.



Oranga Tamariki has records from:

- Child Youth and Family Services / CYFS
- Department of Social Welfare
- the Child Welfare Division of the Education Department.



How do I get my adoption records?



If you were **adopted** the way to get your records is different than what is talked about on this webpage.



Being **adopted** is when people:

- take care of a child from another family
- become the parents of the child by law.



You can find out how to ask for your adoption records at this **webpage**:

www.konae.org.nz/ot-ad

How do I ask for my records?



You can ask for your records by:

- phone
- email
- visiting an Oranga Tamariki office.



Phone

You can **phone** Oranga Tamariki on:

0508 326 459



This number does not cost money to call.



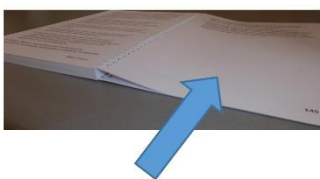
When you call this number ask to speak to Customer Information Requests.

Email



You can **email** Oranga Tamariki at:

myrequest@ot.govt.nz



For more information on what to write in your email go to **pages 11 to 15**.

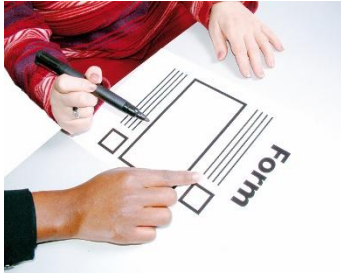


Visit an Oranga Tamariki office

You can visit an Oranga Tamariki office to ask for your records.



You can bring a support person with you if you want.

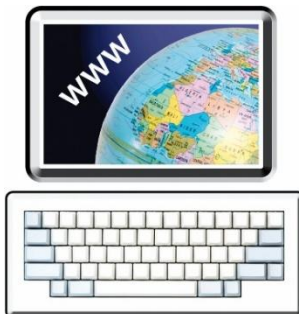


When you arrive at the office a staff member will give you a form to fill out.



You can find out what information Oranga Tamariki will ask you for at this **webpage**:

www.konae.org.nz/ot-info



You can find a list of Oranga Tamariki offices at this **website**:

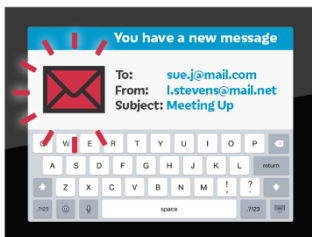
tinyurl.com/mrypur4k

How to write an email to ask for your records



You can **email** Oranga Tamariki at:

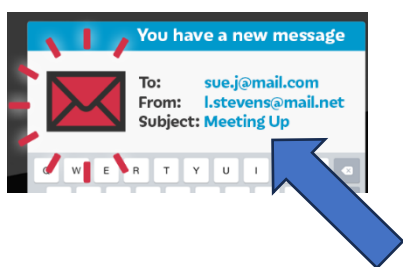
myrequest@ot.govt.nz



The most important information to write in your email when you ask for your records is:

- the subject line
- your name
- who the records are for
- your phone number
- your contact details.





Subject line

In the subject line of the email put the name of the person you want the records about.



For example:

Asking for records about Jane Doe.



Name

In the email write your:

- first name

and

- last name.



Who the records are for



In the email write who you are asking the records for.



This might be:

- yourself
- a whānau / family member.



Phone number

In the email write your phone number.



This is so Oranga Tamariki can call you if they have questions.



Way to contact you

In the email write the best way for Oranga Tamariki to contact you.



This might be by:

- phone
- text
- email.

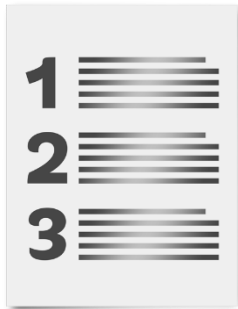


Other information



You can learn about what other information Oranga Tamariki will ask for at this **website**:

www.konae.org.nz/ot-info



You can put some of this information in your email if you want.

Oranga Tamariki will want to call you



It is important to give your phone number to Oranga Tamariki when you ask for your records.



Oranga Tamariki will call you to:

- ask you any questions
- tell you what happening while they look for your records.



Oranga Tamariki may ask you to call Customer Information Requests if you are asking for your records by:

- email
- visiting their office.



Ask to speak to Customer
Information Requests when you
phone Oranga Tamariki on:

0508 326 459

Tell Oranga Tamariki the best way to contact you



Talking to Oranga Tamariki on the phone might not work for you.



You might not want to talk to a staff member about your records on the phone.



You can tell Oranga Tamariki if you would prefer to talk to them by:

- email
- text
- the **New Zealand Relay** service.





If you find it hard to use the phone
the **New Zealand Relay** service is for
people who are:

- Deaf / hard of hearing
- deafblind
- speech impaired / find it hard to talk.



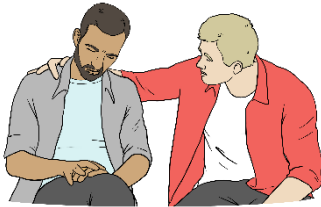
You can find out more about the New
Zealand Relay service at:

www.nzrelay.co.nz

Getting support



Asking for your records from Oranga Tamariki can make you feel all sorts of things.



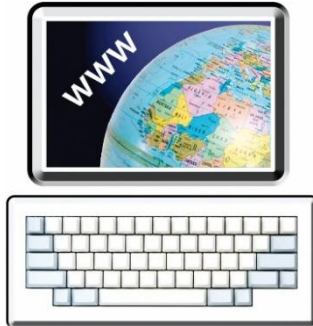
It can be good to have someone to talk to about it.



You can talk to your:

- whānau / family
- friends
- support person.

Kōnae has information on where to get support you if you want to talk about how it feels to get your records.



Find out what support you can get at this **webpage**:

www.konae.org.nz/support



This website is **not** in Easy Read.



This information has been written by the Citizens Advice Bureau.



It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.



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